Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hallows Care (Vale of Glamorgan)

The Business Centre, Cardiff House, Priority Business Park, Barry, CF63 2AW

01446731285

www.hallows-care.com

The inspection visit took place on 05/12/2025

Service Information:

Operated by:	Hallows Care Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Hallows Care provides a reliable and consistently good service in The Vale of Glamorgan.

‘Wellbeing’ is rated ‘excellent’ as the service actively listens to people and finds creative ways to accommodate a flexible service to meet people’s needs. People experience good working relationships with regular care workers who are effective communicators.

‘Care and support’ is rated ‘good’ as people contribute to the development of personal plans. Care is delivered in accordance with the plans and kept under regular review. People’s health needs are monitored and health professionals are contacted by senior care staff if needed, supporting positive outcomes.

‘Leadership and management’ is rated ‘good’ as there is daily oversight to monitor and improve the service. Procedures are robust. Leaders recruit and support capable care staff, using confident, experienced senior care workers to quickly and effectively manage and promote people’s choices and wellbeing.

Findings:

Well-being — Excellent

With few exceptions, people are supported to have as much control over their day to day lives as possible. There are excellent communication systems in place to support people so they can let the service know how they like their care and support delivered. This is through direct contact with senior staff, with one relative telling us there was a "*meet and greet opportunity with the senior supervisor*." People tell us they are fully informed about the service and understand what is offered. One person told us, "*It's easy to communicate with my senior care worker and the office*" and another said, "*If we have any problems we speak to the senior care worker*." When people require flexibility around their call times, care staff arrange this when safe to do so. Some people told us how the visit times are adjusted to support them to attend day centre or social groups. Effective communication continues with care staff taking time to conduct regular reviews. One relative told us they were impressed as "*The reviewer didn't rush, staying on, not fitting it in the allocated call time*."

People are extensively supported to maintain and improve their physical and emotional health. Consistent, knowledgeable and experience staff are highly observant, noting any issues and taking action to involve health professionals if required. One relative who has experienced several care services told us they were "*amazed,*" explaining the care worker had identified a mark on their father's skin and reported this immediately to the district nurses. They have confidence in the service, saying, "*This hasn't happened with other companies.*" People and their relatives are highly complementary about the service, describing it as "*Brilliant*," and "*Great.*" One person told us "*They understand my needs*" and another told us, "*They ensure I'm positioned properly,*" which is important to them. People have exceptional working relationships with their care workers with some people explaining how the experienced care staff go above and beyond, especially to communicate with people living with dementia, supporting their emotional needs. One person living with dementia expressed happiness when we asked what they liked about the care staff. They confirmed "*I have a bit of a banter with them*," which is extremely important as they enjoy sharing a sense of humour.

The service has exceptional systems to safeguard people. Visits take place at the agreed time and care staff stay for the time required. This is closely monitored by the service. One person told us "*They always turn up on time, or within five or ten minutes of the agreed time*," confirming they are contacted if there are exceptional circumstances which delay the care staff. The responsible individual has daily oversight of the service and check staff are following the strong service procedures. Care staff are recruited, trained and supervised to ensure they are fit and able to undertake their role. People tell us how "*lovely*" the care staff are and how they have confidence in their abilities. One person confirmed correct moving and handling techniques are used with equipment.

Care & Support — Good

People or their relatives are fully involved in the development of a care and support plans which outline how they would like their needs met. Assessments of people's needs along with other information helps to inform the development of a personal plan. The provider is looking at strengthening this to further develop risk assessments and ensure all information is transferred to the service delivery plans. There is no impact on people due to some small omissions as a consistent team of care workers know people well. The quality-of-service delivery is kept under review through regular personal plan reviews. Procedures for care workers are robust using electronic applications to provide prompts and opportunities for daily note records. The provider is working towards providing people and their relatives access to this system to ensure they can view all records.

The service has clear policies and procedures around infection prevention and medication, and these are followed. Care workers have access to personal protective equipment, and this is used appropriately. The service provides prompts and support with medication administration. Care workers fully understand the limitations on their role around this, following guidance in the personal plans. Records around this are good as the electronic system does not allow care workers to leave a person unless they have recorded the related tasks have been completed.

People are supported with their physical and emotional health. Care workers are knowledgeable and experienced, taking care to ensure people's needs are fully met. Support around skin care, continence care, nutrition and fluids, as well as mobility are provided, with good records demonstrating completion of tasks around these. Many people enjoy the consistent team of care workers who know them well and provide good social interactions during visits, promoting positive emotional health.

Leadership & Management — Good

The service provider has effective oversight of the service and fosters a positive culture, but improvements are required around the production of required reports. A responsible individual (RI), is involved in the daily operation of the service, having strong procedures and policies in place, overseeing the management and administration. There are quality assurance systems in place to consider people's experiences. The RI maintains documentation around any issues and demonstrates these are addressed appropriately. Where people wish a service in Welsh, the service provider will try to accommodate this, with a considered approach to matching people with care staff. The RI is not producing required reports, but there is no impact on people due to the daily, comprehensive oversight and control of the service through their presence. An area for improvement has been highlighted and will be tested at the next inspection around reporting.

People achieve excellent outcomes as the provider is committed to ensuring a consistent, skilled and competent workforce. Care staff have worked for the service for many years, feeling fully supported by the leadership through regular supervision, telling us they have excellent opportunities to learn and develop. There are trainers within the service to ensure care workers have moving and handling training to meet people's needs. Other training is provided face to face as part of a robust induction, supported by online training for other subject areas. The provider ensures additional information is available to support care staff when training around a particular subject is not available. Care staff are effective communicators, working within procedures, but empowered to act and work flexibly to support people.

There are strong recruitment processes and systems to monitor the care staff visits to people in the community. Staff files contain all relevant information including pre-employment checks to ensure care workers are fit to work with people in the community. Care staff work closely with people to deliver the care and support at a time which suits them, accommodating requests for earlier or later calls to help with appointments and social activities. The service monitors this to ensure vital calls, such as medication prompting or mealtime provision are delivered at the right time.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People are unlikely to be at risk as there is daily oversight of the service from a responsible individual (RI). However, the RI is not producing quarterly reports to show they have considered operational requirements of the service, as required by the regulations.	05/12/25
People are unlikely to be at risk as there is daily oversight of the service from a responsible individual (RI) and they continually consider the quality of care. However, the RI is not producing six monthly reports to show they have oversight of the quality of care, as required by the regulations.	05/12/25

CIW has not issued any Priority action notices following this inspection.

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